



## DEPARTMENT OF THE NAVY

NAVAL HOSPITAL

BOX 788250

MARINE CORPS AIR GROUND COMBAT CENTER  
TWENTYNINE PALMS, CALIFORNIA 92278-8250

IN REPLY REFER TO:

NAVHOSP29PALMSINST 5110.1H

Code 0106

25 Feb 99

### NAVAL HOSPITAL TWENTYNINE PALMS INSTRUCTION 5110.1H

From: Commanding Officer

Subj: MAIL AND MAIL HANDLING PROCEDURES FOR THE NAVAL HOSPITAL

Ref: (a) MCO P5110.4  
(b) MCO P5110.6A  
(c) CCO P5110.1C

Encl: (1) Postal Cost Management Program

1. Purpose. To establish and publish procedures for the handling of U.S. Mail in compliance with references (a) through (c) within the Naval Hospital.

2. Cancellation. NAVHOSP29PALMSINST 5110.1G.

3. Mail Service

a. Serving Post Office. The Combat Center Postal System is comprised of a Marine Corps Military Post Office located in building 1551, and a Civilian Post Office located in building 1512. The Military and Civilian Post Office's together furnish a complete postal service.

b. Hospital Mail Room. The hospital mail room is located on the first floor of the hospital in room #D009 and is controlled by the Postal Officer who is designated as such by the Commanding Officer, Naval Hospital Twentynine Palms.

(1) Only military personnel assigned to the hospital who reside in the Bachelor Officer Quarters/Bachelor Enlisted Quarters (BQO/BEQ) are entitled to personal mail service through the hospital mail room. Transferring personnel living in base housing or residing off base are allowed only ninety (90) days to change their mailing address. After ninety days, mail will be endorsed by the mail clerk "MEMBER NOT AUTHORIZED MILITARY POST OFFICE PRIVILEGES" and returned to originator.

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(2) Military and civilian personnel residing off-base where U.S. Postal Service delivers mail are not authorized personal mail service through the hospital mail room. However, official job related correspondence is permitted.

(3) Hours of operation for the Post Offices are:

Civilian Post Office:

1000-1600 Monday through Friday  
1100-1400 Saturday  
Closed Sundays and Holidays

Military Post Office accepts official mail 0730-1430 Monday through Friday.

c. Mailing Address

(1) The official mailing address for the hospital is:

COMMANDING OFFICER  
NAVAL HOSPITAL (SECTION CODE OR ATTN)  
MCGACC  
PO BOX 788250  
TWENTYNINE PALMS CA 92278-8250

Note: Mandatory that all caps be utilized in the address with no punctuation inserted.

(2) All official mail must have the nine digit zip code whenever possible to be processed through the Combat Center Postal System.

(3) Mail call is scheduled between 1400-1430 Monday through Friday, for official mail. Personal mail for those in possession of a key to an assigned personal mail box will be able to access their mail on a continuous twenty-four hour basis.

(4) BOQ/BEQ residents receiving personal mail through the hospital mail room will use the following address:

RANK, NAME  
NAVAL HOSPITAL, DOOR# \_\_\_\_\_  
MCAGCC  
PO BOX 788250  
TWENTYNINE PALMS CA 92278-8250

4. Action

a. Commanding Officer shall:

(1) Be responsible for the overall operation of mail handling services within the hospital.

(2) Review Service Records and/or Official Personnel Folders of proposed mail clerks to ensure reliability and trustworthiness before appointment.

(3) Appoint the Postal Officer and Assistant Postal Officer in writing.

b. Postal Officer shall:

(1) Be responsible to the Commanding Officer, Naval Hospital Twentynine Palms for the detailed supervision of the Naval Hospital mail room operations.

(2) Ensure weekly postal inspections are conducted per reference (b), utilizing the Mail Room Inspection Checklist, (NAVMC Form 10487.)

(3) Ensure a copy of this instruction is posted on the hospital mail room door.

(4) Conduct an inquiry and report the findings to the Commanding Officer on all complaints concerning non-receipt of mail or suspected tampering.

(5) Be responsible for the Postal Cost Management Program.

c. Assistant Postal Officer shall:

(1) Conduct weekly postal inspections of the mail room on an impromptu basis in the absence of the Postal Officer or as directed.

(2) Assist the Postal Officer in the daily operation of the mail room and perform additional duties as assigned from time to time.

(3) Assume the responsibilities of the Postal Officer when unavailable.

d. Department Heads shall:

(1) Appoint a primary Department Mail Orderly and at least one alternate to receive mail.

(a) A maximum of three orderlies may be appointed.

(b) All nominations for department mail orderlies must be in writing utilizing DD Form 285 (Mail Clerk/Orderly Appointment Card).

(2) Ensure official departmental mail is picked up daily at the designated times. If unable to do so, make a phone call will be made to the mail room, ext 2938, for other arrangements.

(3) Submit mail and packages requiring Federal Express services to Materials Management Department.

(4) Ensure that all undeliverable personal mail has been returned to the mail room prior to 1500 daily. The hospital mail room is the only authorized point within the hospital that may legally hold U.S. Mail overnight. Mail may be returned via the slotted box (Box 121) located outside the hospital mail room.

(5) Refer complaints on non-receipt or tampering of mail to the Postal Officer with any available information.

e. Head, Human Resources Department shall:

(1) Ensure the mail room receives the Personnel Strength Report each workday.

(2) Provide a current alpha roster on the first working day of each month to the Postal Officer.

(3) Ensure all military and civilian personnel reporting for duty check-in with the mail room.

(4) Ensure all personnel being leaving the command check-out with the hospital mail room.

f. Head, Facilities Management Department shall ensure a suitable vehicle is provided daily to the hospital mail room.

g. Mail Clerks shall:

(1) Be interviewed and selected by the Postal Officer.

(2) Carry out all duties of their position per references (a) through (c).

(3) Sort all personal mail to assigned mailboxes and official mail to the work section sorting bins as authorized.

(4) Provide the newly reporting military and civilian personnel with the contents of this instruction.

(5) Provide a Change of Address Card (OPNAV Form 5110/5) for newly assigned personnel to complete with the reporting date recorded for forwarding to the individual's last permanent duty station.

(6) Ensure all personnel being transferred, terminated from TAD status or discharged from service have:

(a) Completed a Directory File Card.

(b) Prepare a Notice of Change of Address Card.

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(7) Pick up incoming mail from the Combat Center Post Office between 1100-1200 Monday, 1000-1100 Tuesday through Friday and 1300 on workdays following a holiday.

(8) Retrieve all personal outgoing mail from the hospital's quarterdeck mailbox at 0930 weekdays.

(9) Deliver to the Military Post Office all outgoing personal and official mail daily at 1300.

(10) Assist hospital mail orderlies in the correct procedures for mail handling.

(11) Assign a mailbox and key to personnel residing in the BOQ/BEQ.

(12) Gain authorization from the Postal Officer to allow entry to the mail room sorting area for anyone not listed below:

(a) Commanding Officer

(b) Executive Officer

(c) Postal Officer

(d) Assistant Postal Officer

(e) Combat Center Postal Officer, designated Combat Center Postal Clerks or designated inspecting officers with proper identification.

(13) Be responsible for the Emergency Destruction of Mail when directed by the Commanding Officer.

(a) Destruction shall be by shredding. A shredder will be provided by the Central Files Division.

(b) If sufficient warning is received:

1 Deliver or dispatch mail on hand.

2 Suspend operations and transport postal effects and supplies to a safe area.

(c) When insufficient advance warning is received to permit carrying out the provisions of subparagraph (b) above completely, evacuate or destroy mail and postal effects in order of priority listed below:

- 1 Official Registered Mail.
- 2 Directory Service Cards.
- 3 Other Accountable Mail.
- 4 All remaining mail.
- 5 All other records, equipment, mail sacks, furniture, etc.

(d) The destruction of postal effects will be witnessed by two officers when possible. If two officers are unavailable, witnesses should include one officer and one senior enlisted person. Two enlisted personnel or two other available personnel should be used as witnesses if the aforementioned personnel are not available.

(14) Transport mail in a closed body official vehicle equipped with lockable doors.

(a) If such a vehicle is unavailable and another kind is used, mail clerks shall ride in the compartment that holds the mail, if practical.

(b) If conditions prohibit personnel from riding in the compartment with the mail, visual contact shall be maintained with the mail at all times.

(c) Privately Owned Vehicle (POV) will not be used to transport mail.

(15) Ensure Accountable Mail is distributed correctly.

(a) Only those individuals designated in writing by the Commanding Officer, Naval Hospital Twentynine Palms shall receive and open official registered, number insured, and

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certified mail (accountable mail) addressed to the Commanding Officer, Naval Hospital Twentynine Palms.

(b) Personal accountable mail must be picked up by the individual addressee at the Combat Center Post Office Bldg, 1512 during normal business hours. A Notice of Arrival of Accountable Mail (PS Form 3849) will be placed in the individual's mailbox.

(16) Ensure Cost Management Measures are followed per enclosure (1) of this directive.

(17) Guard mail under no circumstances will be processed through the mail room. A separate room attached to the mail room is set aside for this purpose.

h. Primary/Alternate Mail Orderlies shall:

(1) Have their Mail Clerk/Orderly Appointment Card (DD Form 285) in their possession at all times while handling mail.

(2) Pick up mail every work day during mail call hours or at special times published in the Plan of the Day.

(a) Mail Orderlies can telephone the mail room to determine if there is any section mail to be picked up. If none, the telephone call will serve to meet the requirement.

(b) Failure to pick up mail will result in notification of the Department Head. Frequent violations will result in a letter to the Commanding Officer by the Postal Officer.

(3) Comply with references (a) through (c) in the performing the duties required for delivery of U.S. Mail. A separate training sheet outlining these duties is presented to each person upon assignment as Mail Orderlies.

(4) Report to the hospital mail room and surrender their mail card upon termination of their duties for any reason.



(5) Under no circumstances will mail orderlies loan or give their mail card to another person for any purpose.

(6) Unless specifically authorized by the Commanding Officer, POV's will not be utilized in transporting section mail from the hospital mail room to their section or another location.

(7) Hand deliver all personal mail to the addressee.

(a) Under no circumstances will personal mail be left on the individual's desk or put in distribution boxes for further delivery.

(b) Retention of any undeliverable mail overnight is prohibited.

(8) Promptly return all mail that cannot be properly delivered the day of receipt to Box 121, slotted box located outside the hospital mail room.

(9) If an individual has transferred, TAD or on leave, attach a note to indicate this information and return the mail to the hospital mail room prior to 1530 that day.

i. BOQ/BEQ Mail Box Holders shall:

(1) Check and clear their mail box at least three times weekly. Mail that has not been cleared for thirty days will be processed as unclaimed and returned to the Military Post Office, unless a Temporary Mail Disposition Instruction Form (DD Form 2258) is properly submitted.

(2) Notify the mail room of all leave periods. Mail for personnel on leave will be retained in their individual boxes pending their return to duty unless the individual specifically requests, in writing, that their mail be forwarded to their leave address.

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(3) Be responsible for the cost to repair damaged boxes caused through negligence, and to duplicate keys in the event of loss or damage. Repeated loss of key may result in disciplinary action.

(4) Violators will be referred to the Postal Officer for appropriate action.

(5) Notify their correspondents of their correct mailing address, to include rank, name, social security number (optional), door number and zip code, per paragraph 3c of this instruction.

j. All Hands shall:

(1) Check in and check out with the hospital mail room.

(2) Keep their correspondents informed of their resident address.

(a) Anyone receiving unauthorized personal mail through the hospital mail room will be given 90-days from the date of check in to file and activate a change of address.

(b) After 90-days, department heads will be notified of discrepancies and non-compliance. Mail will be returned with an endorsement "MEMBER NOT AUTHORIZED MPO PRIVILEGES".

(3) Ensure that addresses on all outgoing official mail are typed using all caps, no punctuation and not exceeding five lines total.

(a) Rubber stamped and handwritten addresses are prohibited.

(b) Address labels are acceptable.

(4) Consolidate official mail prior to being delivered to the hospital mail room. Example: Mail destined for Bureau of Naval Personnel (various codes) will be placed in one envelope and the lower left corner will indicate "CONTAINS CONSOLIDATED CORRESPONDENCE."

(5) Use the smallest envelope suitable for mailing, as higher mailing rates apply to larger envelopes.

(6) Under no circumstances forward any matter which is, by law, regulation, or treaty stipulation, prohibited from being sent in the mail. The following is a partial list of non-mailable matter. In case of doubt, complete information may be obtained from the Combat Center Post Office, Bldg# 1512.

(a) All matter illegibly, incorrectly or insufficiently addressed.

(b) Disloyal communications and threats to the President. All matter of character tending to incite arson, murder or assassination.

(c) Obscene and indecent matter.

(d) Libelous, defamatory or obscene matter on envelopes and post cards.

(e) Matter pertaining to lotteries, fraud.

(f) Pistols, revolvers, and other firearms capable of being concealed on the person.

(g) Seditious or treasonable matter.

(h) Explosives, flammable, and poisonous matter or any matter of a nature that may cause bodily harm.

(i) Intoxicating beverages, narcotics, dangerous or illicit drugs.

(7) Correspondence not addressed to them will not be opened.

(a) If mail is inadvertently misdirected and opened by mistake, the member will immediately reseal and endorse such mail on the reverse side of the cover with their

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identification and date, as indicated by example below and return it to the mail room.

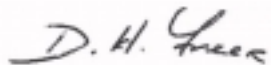
Opened by mistake (Date)  
I. Fubbed  
HMC, USN 123 45 67 89

(b) Member will not examine the contents of mail opened by mistake.

(8) Report any cases of mail that has been tampered with in any way to their Department Head immediately. Care should be taken to preserve the item(s) or mail in question to facilitate any investigation that may be required.

(9) Outgoing personal mail can be deposited in the U. S. Mail box located on Sturgis Road adjacent to the hospital. Mail pick up is between 1000-1100 Monday through Friday, except holidays. Mail in quarterdeck receptacle will be picked up at 0930, Monday through Friday only, no holidays.

5. Forms. All forms mentioned in this directive are obtainable from the Naval Hospital mail room with the exception of Routine reply, Endorsement, Transmittal or Information Sheet (OPNAV 5216/158). This form may be obtained from Central Files.



D. H. FREER  
Acting

Distribution:  
List A

POSTAL COST MANAGEMENT PROGRAM

1. Use inter-command messenger/guard mail service to the maximum extent possible in lieu of U.S. Mail.
2. Camp Pendleton mail, of an official nature, will be forwarded via the guard mail system and deposited in the Camp Pendleton Guard Mail box located at the Information desk, to the maximum extent possible.
3. Because of the high cost of postage required for the utilization of Express Mail, consideration should be taken to ensure that next day delivery service is an essential requirement to mission accomplishment, and not a convenience.
4. Certified mail will be used for birth certificates, individual credential files, individual professional files and advancement examinations. All other mail to be certified must be approved by the Postal Officer. For mail requiring proof of receipt, use Routine Reply, Endorsement, Transmittal or Information Sheet, OPNAV 5216/158, (Rev. 7/78).
5. The use of special delivery, special handling, and insured mail is not authorized for the transmission of official mail where payment of mailing costs is borne by the Marine Corps.
6. Items placed in the mail that weigh in excess of 12 ounces and do not have a critical delivery date will be marked third or fourth class mail.
7. Priority mail is not authorized without specific permission of Commandant of the Marine Corps (Code MPH-50), unless the shipment is a high priority shipment such as for Joint Military Pay System (JUMPS), or Operationally Ready Supply (ANORS).
8. Third class will be used for items weighing less than 16 ounces except for publications of over 24 pages in length which will be sent special fourth class rate, book, regardless of weight.

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9. Airmail is not authorized. However, first class mail which weighs under 9-ounces and is addressed to an individual with a foreign address, (FPO/APO addressees), are exempt from this restriction.

10. Third class mail bulk rate will be used when the items for mailing are identical in size and weight, addressed to different addresses, and quantities total not less than 200 pieces. These mailings require a permit from the U.S. Postal Service.

11. Controlled circulation publication will be used when a publication contains at least 24 pages, contains at least 25 percent non-advertising and is issued at a regular interval of four or more items a year. These mailings also require a permit.

Enclosure (1)